



Operations Forum Europe

PROGRAMME

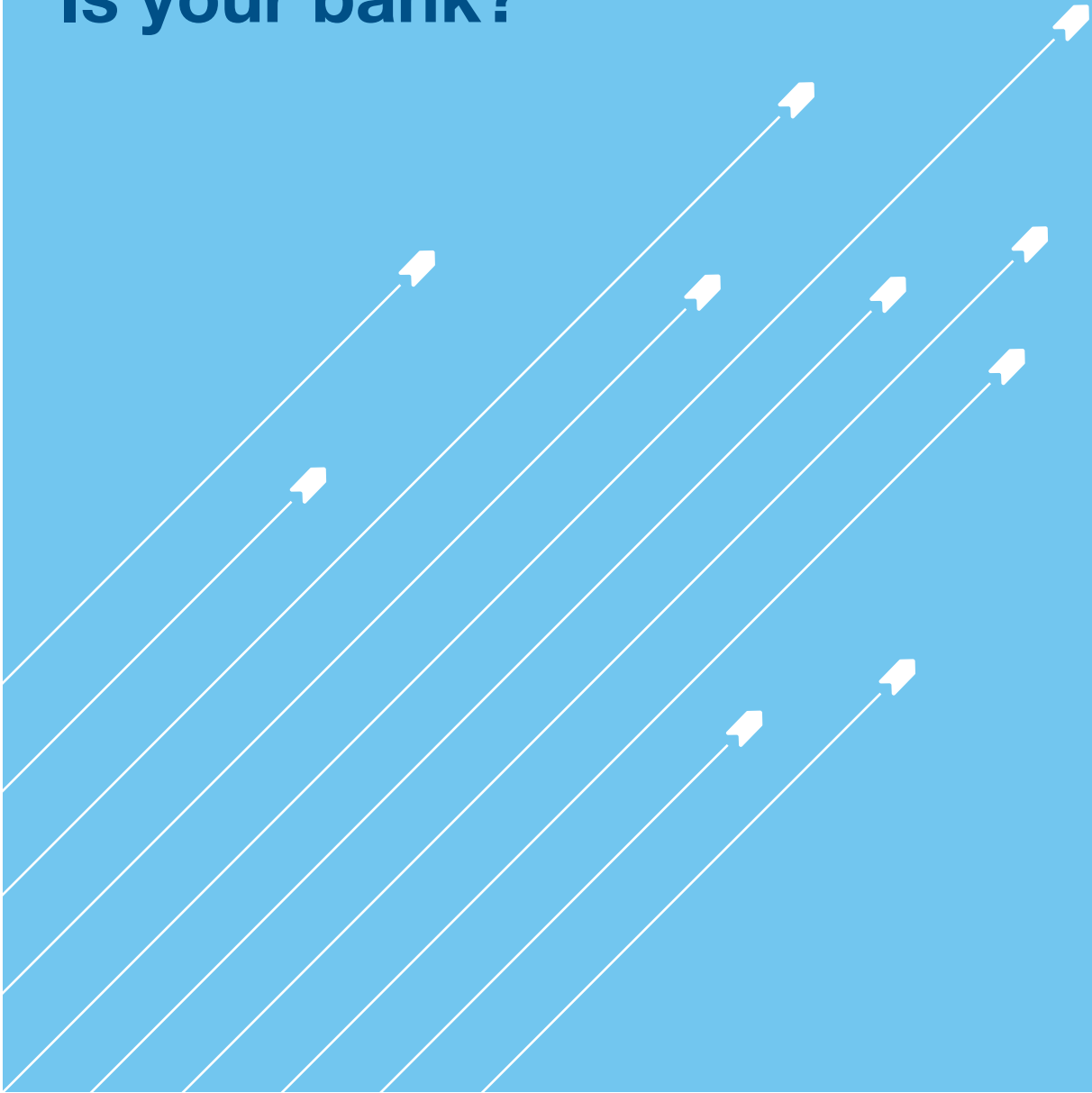
28 – 30 November 2018 | Hotel Okura | Amsterdam, Netherlands

#SOFE2018

Accelerating transformation



More and more banks are
joining SWIFT gpi every day.
Is your bank?



SWIFT gpi
Ensure your customers can benefit from high-speed
cross-border payments, tracked from start to finish.

Join SWIFT gpi today.
www.swift.com/gpi



Accelerating transformation

Welcome to SOFE 2018

The payments market is growing rapidly and is expected to continue to grow at an average of 6% per year until 2025. We have seen a rise in cashless payments in countries with rapid growth and technology adoption and, driven by changes in the retail payments space, clients are expecting faster and cheaper payments across the board. At the same time, the financial industry still faces the challenges posed by increasing cyber risks and new cyber regulation as well as ever increasing compliance costs.

The financial industry is also facing intense competition, with multiple competitors emerging mostly in the retail space but with an eye on the business space. Among these are fintechs, money transfer operators, card companies, and digital giants such as Alipay, Google, Amazon and Facebook. All of this is fuelled by new technology (e.g. APIs, DLT and Artificial Intelligence) and regulations such as PSD2. The result is that there is a battle for customer access and data at a time when we are also seeing major changes in the market infrastructure landscape, including instant payment systems, the adoption of ISO20022 and the renewal/replacement of the real-time gross settlement systems market.

In this environment, operational excellence remains a crucial foundation for financial institutions to build and secure the future. SOFE has established itself as an unrivalled forum in which to debate our industry's operational challenges and discuss how to achieve and maintain the levels of operational excellence and security we all aim for.

Building on the success of previous events, this year's conference programme combines plenary sessions addressing the big picture questions that really matter, with in-depth work sessions on SWIFT's products and services and the Customer Security Programme. We will examine all the key challenges you're facing, as well as progress in addressing them, particularly looking at where collaborative efforts can drive innovative solutions to common problems.

We hope you have a productive and informative SOFE!

Leo Punt

Head of EMEA Services and Support, SWIFT



Download the event app to access the conference programme, work sessions, speakers & connect with other attendees

- Browse the conference programme by day and identify the sessions which match your fields or interest
- See who's attending SOFE and PSF this year, send messages to other attendees and set-up individual meetings
- Create your personal agenda, write notes and interact with speakers while they are presenting using voting and other interactive tools

Download the app from the App Store or from Google Play

Keyword: SOFE-PSF

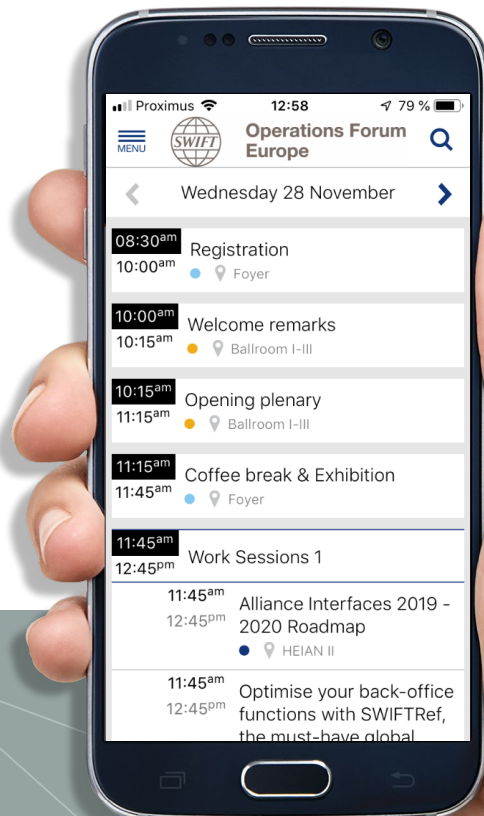


INTERNET

Free wireless internet is available in all session rooms

Network: SWIFT

Password: @Operations2018



DAY I – INNOVATE
WEDNESDAY 28 NOVEMBER

08:30 – 10:00

Registration & welcome coffee
EXHIBITION AREA

10:00 – 10:15

Welcome remarks
BALLROOM I-III

SPEAKER

Leo Punt, Head of EMEA Services and Support, SWIFT

10:15 – 11:15

Opening plenary
BALLROOM I-III

SPEAKERS

Stephen Gilderdale, Chief Platform Officer, SWIFT
Craig Young, Chief Information Officer, SWIFT

11:15 – 11:45

Coffee break and exhibition
EXHIBITION AREA

11:45 – 12:45

Work session 1

12:45 – 13:45

Lunch and exhibition
EXHIBITION AREA

13:15-13:45

How to best benefit from your data using AI and machine learning
SWIFTHUB THEATRE

Benjamin Bado, Innovation Manager, SWIFT

13:45 – 14:45

Innovation@SWIFT

Innovation is a key factor of growth, and an inherent component of any technology company. Today more than ever, innovation is shaping the industry and new technologies are transforming financial services. The ever- increasing presence of cloud technology, APIs, artificial intelligence and the emergence of distributed ledger technology, are both threats and opportunities for the financial industry. As the global shift towards digitalisation continues apace, what does the journey towards the future look like? Will all banking operations be transparent and frictionless? Will DLT disintermediate some players in the financial industry? Will artificial intelligence take over the operations in a bank? Join this session to discover the activities of the SWIFTLab R&D department and the innovative solutions that we are working on.

SPEAKERS

Benjamin Bado, Innovation Manager, SWIFT
Claire Josserand, R&D and Innovation Manager
Tom Poppe, DLT expert, SWIFT
Craig Young, CIO, SWIFT

15:00 – 16:00

Work session 2
BALLROOM I-III

16:00 – 16:30

Coffee break and exhibition
EXHIBITION AREA

16:30 – 17:30

Work session 3
EXHIBITION AREA

17:30 – 19:00

Welcome cocktail
EXHIBITION AREA

DAY II: SECURE
THURSDAY 29 NOVEMBER

08:00 – 09:00

Welcome coffee and exhibition

EXHIBITION AREA

09:00 – 10:00

The changing face of cyber-security**Keynote speech**

BALLROOM I-III

In this thought-provoking, fast-paced and inspiring talk, Europe's leading ethical hacker Jamie Woodruff will take you through the evolution of cyber-security, hacking and social engineering. He will explore the often-overlooked areas of weaknesses in many organisations, providing applicable insights into cybersecurity frameworks, human behaviour and tech policy. Jamie will share some of his incredible stories and physical infiltration anecdotes at well-known corporations, in order to prove the ease of accessing these mission-critical systems where companies hold their data. Including live on-stage demonstrations, this eye-opening session will also provide ideas for remedies that individuals and businesses can implement, in order to immediately ensure greater security and safety.

SPEAKER**Jamie Woodruff**, Europe's No 1 Ethical Hacker

10:00 – 10:30

Coffee break and exhibition

EXHIBITION AREA

10:30 – 11:30

Work session 4

11:45 – 12:45

Work session 5

12:45 – 14:00

Lunch and exhibition

EXHIBITION AREA

13:15-13:45

Will DLT be the next “internet” revolution in the financial industry?

SWIFTHUB THEATRE

Tom Poppe, DLT expert, SWIFT

14.00 – 15:00

Cyber-security panel

BALLROOM I-III

Cyber-attacks continue to increase in frequency, sophistication and impact. These attacks have the potential to disrupt critical financial services and could undermine the security and trust in the financial system.

In its Global Risks Report for 2018, the World Economic Forum (WEF) ranked cyber-attacks third in their top 10 risks from a likelihood perspective and sixth in terms of impact. The WEF underlines that cyber security risks are growing in their prevalence and in their disruptive potential. Attacks against businesses have almost doubled within five years and incidents that would once have been considered extraordinary are more and more commonplace. The financial impact of cyber security breaches is rising.

In this panel session, we will discuss how to prevent and detect attacks and how to react fast and adequately in case you are being hit. We will look into how regulatory frameworks and policies may help prevent from cyber-attacks.

SPEAKERS**Karel De Kneef**, Head of Security Operations, SWIFT**Petra Hielkema**, Director Payments and Market Infrastructure, Dutch Central Bank**Jamie Woodruff**, Europe's No 1 Ethical Hacker**MODERATOR****Saskia Devolder**, Head of Western and Central Europe, SWIFT

15:00 – 15:30

Coffee break and exhibition

EXHIBITION AREA

15:30 – 16:30

Work session 6

18:30

Buses leave hotel for off-site dinner

MEETING POINT: OKURA HOTEL LOBBY

DAY III: SHAPE THE FUTURE FRIDAY 30 NOVEMBER

08:00 – 09:00

Welcome coffee and exhibition

EXHIBITION AREA

09:00 – 10:00

Work session 7

10:00 – 10:30

Coffee break and exhibition

EXHIBITION AREA

10:30 – 11:30

Work session 8

11:30 – 12:30

Closing plenary: the Future of Banking

BALLROOM I-III

SPEAKER

Dr. Markos Zachariadis, Associate Professor of Information Systems Management & Innovation, Warwick Business School, University of Warwick / FinTech Research Fellow, at the Cambridge Centre for Digital Innovation (CDI), University of Cambridge

MODERATOR

Leo Punt, Head of EMEA Services and Support, SWIFT (moderator)

12:30 – 14:00

Lunch and exhibition

EXHIBITION AREA



Benjamin Bado
Innovation Manager, SWIFT

Benjamin Bado is Innovation Manager in the R&D/Innovation team and is responsible for SWIFT's artificial intelligence and machine learning strategy. In his 6 years at SWIFT, he has held roles as Business analyst, Developer and as a team leader in SWIFT's Operations centre in Kuala Lumpur.

Benjamin joined SWIFT straight out of university and holds a Master's degree in IT engineering.



Karel De Kneef
Global Head of Security Operations, SWIFT

Karel De Kneef is Global Head of SWIFT Security Operations since June 2015. As Global Head of SWIFT Security Operations and deputy Crisis Executive, he leverages his deep knowledge of the SWIFT community to assist customers with their security challenges. Karel has brought the SWIFT Security Operations Centre to its maturity and established the SWIFT Customer Security Intelligence team, strongly believing that the fight against cyber threats is a collective responsibility.

At SWIFT, he has held a variety of management positions including those of Head of Customer Support Services and Head of the SWIFT Command Centre. In his time at SWIFT, Karel has coordinated many critical projects, including TARGET2 and the migration to SWIFTNet. Karel joined SWIFT in 1994, after having worked as business analyst at ING bank Belgium.



Saskia Devolder
Head of Western and Central Europe, SWIFT

Saskia Devolder was appointed Head of Western and Central Europe in September 2017. Prior to her current role, she was Head of Western Europe for SWIFT for two years, having previously managed the sales organisation for France and Benelux very successfully, covering securities and banking sales activities and developing a community oriented focus.

Saskia joined SWIFT in 2006. Prior to joining SWIFT she was VP Global Account Management at MasterCard International and held several sales and marketing positions at Synstar International and Sterling Software.



Stephen Gilderdale
Chief Platform Officer, SWIFT

Stephen Gilderdale was appointed to SWIFT's Executive Committee as Chief Platform Officer in October 2017. He is responsible for developing SWIFT's messaging platforms, supporting financial messaging, software and connectivity solutions for the SWIFT community. As such, he is also responsible for SWIFT's innovation and research into cyber, DLT and other fast-moving technological areas supporting the evolution of SWIFT's unique platform proposition.

Stephen was previously Managing Director for the UK, Ireland and Nordics, with responsibility for strategic client relationship management and business development. He also headed SWIFT's Customer Security Programme, setting the standard for customer security through a SWIFT initiative designed to safeguard trust in cross-border payments, supporting banks in managing and reducing cyber risk before, during and after payments are made.

Stephen has more than 20 years' experience in the operations, technology and business consultancy space, having held senior executive positions for several multinational organisations. Prior to joining SWIFT in 2007, Stephen held senior management positions at Accenture where he worked across a variety of financial institutions, including securities marketplaces, banks and card operators.



Petra Hielkema

Director Payments and Market Infrastructure,
Dutch Central Bank

Petra is Division Director Payments and Market Infrastructure at the Dutch Central Bank. The division is responsible for the payments and collateral operations of the central bank, oversight, policy, the DNB Cyber Intelligence Unit and the TIBER-NL program (Threat Intelligence Based Ethical Redteaming). Petra joined the Dutch Central Bank in February 2007. In 2013 she became Head Insurance Policy. In 2015 she was appointed as Head of the DNB Expert Center for Fit & Proper testing, assessing supervisory and management board members in the financial sector. In February 2017 she started as Director. Prior to joining the Dutch Central Bank, Petra had an international career in the oil and gas industry.

Petra is a member of the CPMI as well as the CPMI/IOSCO Steering Group. She also co-chairs the FSB fmiCBCM (financial market infrastructure Cross Border Crisis Management). Furthermore, she is member of the Supervisory Board en Executive Committee of Child and Youth Finance International. Petra has a European Masters in Law & Economics and a Masters in Russian Studies.



Tom Poppe

DLT expert, SWIFT

Tom Poppe works in the SWIFT R&D & Lab overseeing Distributed Ledger Technology (DLT) related initiatives at SWIFT. This includes various proof of concepts that SWIFT conducts around DLT. He also focuses on the position that SWIFT can play in a DLT-enabled world, and monitors market trends. Tom has more than 20 years of experience at SWIFT, holding various positions including IT developer for messaging solutions and expert in ISO 20022 standards development methodology. Prior to this, he worked at Belgium's KBC bank, where he was responsible for SWIFT connectivity.

He holds an engineering degree in electricity.



Claire Josserand

R&D and Innovation Manager, SWIFT

With more than 10 years' experience at SWIFT, Claire was appointed R&D and Innovation Manager at SWIFT in July 2018. Previously, Claire was Cloud Product Manager, with a focus on Alliance Lite2, a cloud-based solution that connects customers to the SWIFT network, and Alliance Lite2 Direct Link, an integration solution providing core transformation and connectivity services.

Claire possesses a deep knowledge of SWIFT's business, products and services, having previously held positions in various divisions across the company, from Customer Support to Centre of Expertise, Technical Expert and Service Manager.

Claire completed the Management Program for Finance Executives from Solvay Business School, graduated with First Class Honours from the Sorbonne University and is also a qualified teacher.



Leo Punt

Head of EMEA Services and Support, SWIFT

Leo Punt has been Head of EMEA Services & Support since October 2010. He was appointed Deputy Chief Executive EMEA in September 2015 and is also responsible for the SWIFT Customer Security program rollout in EMEA. He has a broad experience in technology, operations and security-related Services.

Prior to joining SWIFT in 2004, he held various senior level positions in IT, commercial and delivery functions in multinational institutions across different industries. Leo has a degree in Information Technology and an MBA from Henley Business School.



Jamie Woodruff
Europe's No 1 Ethical Hacker

In his early 20s, Jamie Woodruff is one of the world's leading authorities on hacking and cyber security. Woodruff entered the public eye when he successfully hacked Facebook as part of a student competition at Bangor University where he was studying computer information systems. He has since uncovered security holes in numerous high-profile operations, including Kim Kardashian's website, which he hacked to reveal that it was putting her fans' data at serious risk. Woodruff is a former director of Metrix Cloud specialising in training, penetration testing and recruitment. He is also the cyber safety advisor for the Cyber Smile Foundation which specialises in online cyber bullying.

Woodruff talks about the importance of system and network security and is known for disclosing world-wide exploits and vulnerabilities within leading security applications such as Facebook, YouTube, Twitter, Apple and Google. He finds existing exploits by infiltrating the companies in question. He demonstrated this by impersonating a Domino's pizza delivery boy at a large financial institution and gaining access to their server room via pick-locking. All carried out under fully authorised, ethical penetration testing.

Woodruff also talks passionately about Cryptocurrency – explaining how it works, what to expect in the future and what it means for the future of currency and trading.



Craig Young
Chief Information Officer, SWIFT

Craig Young took up his position as Chief Information Officer in February 2015. He joined SWIFT from Verizon Communications, where he had worked for twenty years, most recently as Senior Vice President and Chief Information Officer.

The Information Technology group brings together SWIFT IT development and testing. This division is responsible for the delivery of the core FIN and SWIFTNet messaging solutions, as well as interface products, matching, business and enterprise applications. The Information Technology group is also responsible to ensure best in class cyber, logical and physical security solutions in addition to driving infrastructure and technology evolution to ensure that SWIFT's global network works securely, efficiently and effectively.



Dr. Markos Zachariadis
Associate Professor of Information Systems
Management & Innovation, Warwick Business
School, University of Warwick and FinTech
Research Fellow, at the Cambridge Centre for
Digital Innovation (CDI), University of Cambridge

Dr. Markos Zachariadis is Assistant Professor of Information Systems & Management at Warwick Business School and a FinTech Research Fellow at the Cambridge Centre for Digital Innovation (CDI), University of Cambridge. Markos' research sits at the cross-section of economics of digital innovation, financial technology studies, and network economics, and has studied extensively the economic impact of ICT adoption on bank performance, the diffusion of payment networks, and the role of data & standards in payment infrastructures (SWIFT) and financial markets (LEI) among other things.

His research has been published in top academic journals such as MIS Quarterly, Research Policy, and Business History and has been awarded the NET Institute Award (NYU Stern Business School) for his study on the economics of payment networks, and the SWIFT Institute award for his research on Open APIs and Digital Transformation in Banking. He is also co-author of The Society for Worldwide Interbank Financial Telecommunication (SWIFT): Cooperative governance for network innovation, standards, and community (London: Routledge 2014).

Prior to joining Warwick Business School, Dr. Zachariadis was a Research Associate at the University of Cambridge Judge Business School, a Visiting Scholar at London Business School and a Researcher at the Centre for Economic Performance, LSE. He studied economics at the University of Patras, Department of Economics and holds an MSc and PhD from the London School of Economics, Department of Management.

**Where ideas
come to life.**

The logo for SWIFT lab is displayed on a white rectangular background. The word "SWIFT" is written in a small, black, sans-serif font, oriented vertically on the left side of the rectangle. To its right, the word "lab" is written in a large, bold, black, lowercase sans-serif font.

**SWIFT
lab**

The SWIFT Lab will allow you to experience SWIFT's products and services first hand. It is also a great opportunity to see the ongoing R&D work being carried out by SWIFT to develop new concepts, products and business models.

WORK SESSIONS OVERVIEW

SWIFT Operations Forum
Europe 2018

WEDNESDAY 28 NOVEMBER 11:45 – 12:45	1	Alliance Interfaces 2019 – 2020 Roadmap HEIAN II	Optimise your back-office functions with SWIFTRef, the must-have global reference data utility MEERMAN 1+2	Security Controls 2019 BALLROOM IV
WEDNESDAY 28 NOVEMBER 15:00 – 16:00	2	ISO 2022 for beginners – what you really need to know ESPERANCE	Alliance Messaging Hub – the future in financial messaging BALLROOM IV (RESTRICTED ACCESS)	SWIFT's API strategy HEIAN I
WEDNESDAY 28 NOVEMBER 16:30 – 17:30	3	Alliance Interfaces 2019 – 2020 Roadmap HEIAN II	Using Alliance Managed Operations (AMO) to your strategic advantage OTTER	SWIFT AI – How to get structure out of your unstructured data ESPERANCE
THURSDAY 29 NOVEMBER 10:30 – 11:30	4	Cyber Resilience HEIAN II	Security Controls 2019 HEIAN I	ISO 2022 for Managers – the time is now MEERMAN 1+2
THURSDAY 29 NOVEMBER 11:45 – 12:45	5	Alliance Interfaces 2019 – 2020 Roadmap HEIAN II	Security Controls 2019 BALLROOM V	SWIFT's API strategy HEIAN I
THURSDAY 29 NOVEMBER 15:30 – 16:30	6	Cyber Resilience HEIAN I	Alliance Messaging Hub – the future in financial messaging BALLROOM V (RESTRICTED ACCESS)	Improving the security of payments HEIAN II
FRIDAY 30 NOVEMBER 09:00 – 10:00	7	ISO 2022 for beginners – what you really need to know OTTER	Improving the security of payments BALLROOM IV	How SWIFT Business Intelligence solutions support your gpi journey HEIAN II
FRIDAY 30 NOVEMBER 10:30 – 11:30	8	Cyber Resilience HEIAN I	SWIFT gpi – the new norm in cross-border payment HEIAN II	Cyber intelligence sharing BALLROOM IV

<p>Evolution of SWIFT's cloud platform HEIAN I</p>	<p>SWIFT gpi – the new norm in cross-border payments BALLROOM V</p>	<p>Understanding your counterparty's CSP attestation level OTTER</p>
<p>DLT e-Voting solution – A proof of concept with SWIFT and Slib BALLROOM V</p>	<p>Financial Crime Compliance in the real-time world HEIAN II</p>	<p>Operational challenges? Find out how we can help you manage them better OTTER</p>
<p>Cyber intelligence sharing BALLROOM IV</p>	<p>Alliance Portfolio – What's new, what's next HEIAN I (RESTRICTED ACCESS)</p>	<p>How the Shared Infrastructure Programme (SIP) can increase the effectiveness of your risk management MEERMAN 1+2</p>
<p>How SWIFT Business Intelligence solutions support your gpi journey OTTER</p>	<p>Improving the security of payments BALLROOM IV</p>	<p>Understanding your counterparty's CSP attestation level ESPERANCE</p>
<p>Cyber intelligence sharing OTTER</p>	<p>Financial Crime Compliance in the real-time world ESPERANCE</p>	<p>mySWIFT – Enhance your gateway to support and make the most of Data-Analytics BALLROOM IV</p>
<p>Evolution of SWIFT's cloud platform BALLROOM IV</p>	<p>SWIFT gpi – the new norm in cross-border payments ESPERANCE</p>	<p>DLT e-Voting solution – A proof of concept with SWIFT and Slib OTTER</p>
<p>Optimise your back-office functions with SWIFTRef, the must-have global reference data utility MEERMAN 1+2</p>	<p>SWIFT AI – How to get structure out of your unstructured data HEIAN I</p>	<p>Operational challenges? Find out how we can help you manage them better ESPERANCE</p>
<p>Understanding your counterparty's CSP attestation level OTTER</p>	<p>How the Shared Infrastructure Programme (SIP) can increase the effectiveness of your risk management MEERMAN 1+2</p>	<p>mySWIFT – Enhance your gateway to support and make the most of Data-Analytics ESPERANCE</p>

Work sessions are a key feature of SOFE and offer a wealth of information about the latest and upcoming developments in SWIFT's products and services. They cover a wide range of topics to ensure that there is something on the agenda for everyone.

BUSINESS & COMPLIANCE

Financial Crime Compliance in the real-time world

As the global trend towards real-time payment systems continues to accelerate, one of the most pressing issues for banks is how to increase speed whilst meeting regulatory and compliance obligations. Learn about the important role that financial crime compliance will play in the move to real-time payments and how that can support and enable business growth.

How SWIFT Business Intelligence solutions support your gpi journey

Are you looking to develop your SWIFT gpi business case or prioritisation strategy? Do you know where to gain the tangible insights needed to identify new business opportunities and adequately drive your resources? Do you want to monitor your gpi adoption for each of your branches/subsidiaries?

Our BI for gpi portfolio will answer these questions, allowing you to assess your payments landscape, analyse your potential end-to-end gpi reach, and support the initiation of gpi payments. You will also be among the first to hear about the newly launched offering, gpi Observer Analytics, built upon our world-class secured Business Intelligence Watch platform. With gpi Observer Analytics, you will have all the payments routing intelligence and data to hand to see where to optimise or adapt your existing payment routings, leading to lower costs and faster payments.

Whatever stage you have reached in your gpi journey, don't miss this opportunity to learn about the portfolio of BI products and services that will help equip you with unique business and operational insights only SWIFT can deliver.

ISO 20022 for Managers – the time is now

Following a large scale industry consultation, the SWIFT Board has recommended a migration of cross-border payment traffic to ISO 20022 starting November 2021. This migration will complete the payments processing in ISO 20022, which is also being adopted by high-value, instant and domestic payments schemes around the world. This is particularly true for Europe, where the SCT Inst scheme is starting to be widely adopted for Instant Payments, and where both the Target2 and EURO1 communities are working towards a migration to ISO20022 in the same timeframe.

Join us for this session if you want to learn more about the migration strategy. We will discuss practical implications of adopting ISO 20022, share how SWIFT plans to facilitate the migration, and discuss solutions to help the community during the coexistence.

ISO 20022 for beginners – what you really need to know

ISO 20022 has been adopted by market infrastructures in more than 70 countries, making it a global success. The dominant role of ISO 20022 in payment systems and other market infrastructures, combined with its inherent functional and technical advantages, have triggered a demand to use the same standard cross-border, enabling interoperability.

ISO 20022 is also designed to adapt to new technologies, and can be applied to APIs to ensure end-to-end consistency of business processes. Come to this session if your institution is facing an ISO 20022 implementation and you want to learn everything there is to know about its fundamental concepts, scope, methodology, and everything else you are going to need on your ISO 20022 journey.

Optimise your back-office functions with SWIFTRef, the must-have global reference data utility

Faulty reference data and lack of system automation are some of the main operational risks associated with financial transactions, resulting in higher costs, reduced STP levels, and reputational damage. Also, thorough reference data is needed to meet the growing number of regulatory mandates and reporting needs. With all the reference data you need to process your transactions, SWIFTRef helps you complete your due diligence processes and parts of your regulatory compliance obligations in an automated, easy-to-integrate manner.

During this session you will hear from SWIFTRef experts about how the revised BIC standard is impacting the SWIFTRef products. You will learn about our new files, including Standing Settlement Instructions (SSI), National ID history and structure, account number structure and of course, SWIFT gpi. You will also have an opportunity to find out more about our Entity Plus product, hear what's coming up in the revamp of our Bankers World Online tool, and hear about our plans for the future, including the use of APIs.

INNOVATION

DLT e-Voting solution – A proof of concept with SWIFT and Slib

SWIFT and Slib have joined forces to demonstrate a new way of implementing innovative solutions in a complex environment with problematics of security, compliance and scalability.

In this session we will show you how to use your SWIFT infrastructure, interfaces and network to access to an innovative e-Voting solution developed by Slib on blockchain technology hosted on the SWIFT Sandbox. We will also explain how you can use a hybrid solution based on messaging and DLT to foster interoperability and avoid market fragmentation with ISO 20022 as the foundation, combined with exposed APIs to access the ledger, clearly allowing each participant to adopt the new technology at its own pace.

This e-Voting solution will allow you to reduce friction and manual intervention in the voting process and also ensure that all information is transparent to stakeholders when required, with the right security, governance and risk procedures in place

Evolution of SWIFT's cloud platform

SWIFT is building a new cloud platform to enhance its offering for customers looking for a fully managed interface and connectivity to SWIFT. Don't miss this session, which will include a sneak preview of the new graphical interface with fully re-designed screens for a best-in-class user experience.

SWIFT AI – How to get structure out of your unstructured data

The success of ISO 20022 with market infrastructures around the world has led to increasing community interest in using it in the cross-border payments space. The migration to this standard can be complex, however, especially in cases where there are large amounts of unstructured data in legacy systems. Discover how SWIFT's latest work with Artificial Intelligence (AI) and natural language can facilitate the migration to ISO 20022, by bringing structure to unstructured data.

SWIFT's API strategy

In this session we will run you through SWIFT's API strategy, from the standardisation of financial APIs to the exploration of various use cases that we are looking at. We will take a closer look at SWIFT's API roadmap and share information on the various activities that we are involved in.

SWIFT gpi – the new norm in cross-border payments

The SWIFT community is to universally adopt the SWIFT gpi service, in a move that will see all 10,000 banks on SWIFT using gpi for cross-border payments by the end of 2020. Launched in early 2017, gpi already accounts for 25% of SWIFT cross-border payment traffic. More than 100 billion USD in SWIFT gpi messages is sent every day, enabling payments to be credited to end beneficiaries within minutes – many within seconds. Hundreds of thousands of payments are being sent daily across 450 country corridors, in more than 100 currencies. In major corridors, such as USA-China, gpi already accounts for nearly 50% of payment traffic. It is this early success and fast adoption rate that led to the decision to move to universal gpi adoption. Join this session to understand the business drivers behind SWIFT gpi and what this means for your institution.

CYBER SECURITY AND THE CUSTOMER SECURITY PROGRAMME**Cyber intelligence sharing**

SWIFT shares cyber security threat intelligence, such as Indicators of Compromise (IoCs) and Modus Operandi (MOs), for the ongoing attacks on SWIFT customers with all its customers via the SWIFT ISAC. How do customers access the SWIFT ISAC portal? What data is in there? How do customers get the information in machine readable STIX / TAXII format?

Cyber resilience

In an era of persistent cyber threats, cyber resilience is an evolving challenge. Bringing together the areas of information security, business continuity and (organizational) resilience, it is an area that is rapidly gaining recognition and becoming an integral part of how we do business. In this session, you will learn from our experts in Professional Services about four critical cyber resiliency layers at SWIFT and how you better protect your SWIFT environment from interruption threats.

How the Shared Infrastructure Programme (SIP) can increase the effectiveness of your risk management

In this session, SWIFT Users and Service Bureaux will learn how SIP contributes to a secure and reliable indirect connection to SWIFT.

You will hear more about the SIP changes in 2019 that will be introduced in full alignment with the CSP evolution. We will also showcase the new ComMon tool which will improve the continued SIP compliance monitoring of the Service Bureau. We will explain what risk mitigation has been achieved so far and discuss the main hurdles in reaching full SIP compliance. If you operate a Service Bureau, use a Service Bureau or have counterparties that use one, this interactive session will give you insights into current and planned initiatives to support Service Bureaux in the prevention of security incidents.

Improving the security of payments

Institutions continue to face significant regulatory and reputational risks related to cyber-fraud. Understand how SWIFT's new Payment Controls service can be used to protect your payments from fraud and how the new SWIFT gpi stop and recall capabilities can help institutions respond rapidly to fraud threats.

Security Controls 2019

The Customer Security Programme (CSP) is here to stay, and, as the threat landscape evolves, so must the CSP. As a result, at the same time that work is underway across the SWIFT community to certify compliance with the 16 existing mandatory controls, we have been working on the next version of the controls framework - v2019. In this session, we will share what's coming up in the 2019 version of the security controls and answer your questions.

If you play a role in your institution's compliance with the CSP, this is a session that you can't afford to miss.

Understanding your counterparty's CSP attestation level

By now, all SWIFT customers should be checking what the attestation level of their counterparties is, and integrating this compliance data into their risk management processes. How do customers use the KYC-SA tool, and how should customers with many counterparties use the 'bulk-load' feature?

Work sessions are a key feature of SOFE and offer a wealth of information about the latest and upcoming developments in SWIFT's products and services. They cover a wide range of topics to ensure that there is something on the agenda for everyone.

OPERATIONAL EXCELLENCE

Alliance Interfaces Roadmap 2019-2020

Looking for your yearly Alliance Access/Entry/Gateway Roadmap update? Do you want to know everything that is coming next year for your Alliance interfaces? This is where you will find it.

Our product managers will walk you through the updates for 2019-2020, they will cover the main new features in release 7.3, explain what we are doing to help you do security monitoring, and share some early information on release 7.4 plans for 2020.

If you want to be prepared for 2019-2020, this is the session you cannot afford to miss.

Alliance Messaging Hub – the future in financial messaging (RESTRICTED ACCESS)

Alliance Messaging Hub (AMH) is a future-proof financial messaging platform for financial institutions and market infrastructures. Scalable and customisable, AMH supports your business activities, with message processing allowing you to connect to multiple networks around the world. With AMH, all of your financial flows can be orchestrated in a single hub, regardless of whether they require FIN, FileAct, ISO 20022, SEPA, local formats, instant payments, files, messages, or API calls. Needs that are common across flows, such as sanctions screening, routing rules, reference data, message display, auditing, workflow and integration capabilities, can all be managed from one hub. You can simplify your messaging architecture and reduce complexity with a messaging hub that consistently provides top notch performance, security and availability, running 24/7 without fail. AMH can also greatly reduce your costs, and will increase your efficiency and agility in coping with change.

Come and find out how AMH can take your financial messaging operations to the next level.

Alliance Portfolio – What's new, what's next? (RESTRICTED ACCESS)

The Alliance portfolio is continuously expanding to embrace new technology trends, new market initiatives and new customer demands. Join this session to hear about the latest SWIFT developments and plans in the Alliance Portfolio space, including topics such as instant payments, multi-network, APIs, Alliance Warehouse and the new Cloud platform.

mySWIFT – Enhance your gateway to support and make the most of Data-Analytics

The mySWIFT product team will be demonstrating the latest key additions to the mySWIFT port

- New “Knowledge Centre” – an easy-to-use portal covering all documentation resources (User Handbook, Knowledge Base tips, how-to videos, SWIFTSmart).
- New “Notification Centre” – a trusted notification tool for SWIFT Operational messages.

- Coming “myStatus” – a real-time snapshot providing the status of your connectivity components – VPNs, SNLs, LTs per location and per environment.

We will also brainstorm the potential and power of leveraging data-analytics in the area of efficiently operating and supporting your SWIFT footprint and services. Be prepared to roll-up your sleeves and think outside the box to help unlock your future mySWIFT data analytics in an interactive workshop format.

Operational challenges? Find out how we can help you manage them better

In today's challenging environment, the financial community has a number of key priorities to consider as it seeks to stay relevant through market-centric innovation while ensuring secure and compliant processes and operations. For our customers, time to market is critical as is guaranteeing worry-free operations. In 2019, SWIFT will bring to market a refreshed portfolio of Professional Services to help customers maintain their SWIFT environment.

You may prefer to manage the infrastructure yourself and benefit from preventive & proactive activities by our global support centres. Or perhaps you require hands-on help for specific tasks related to release and change management of your Alliance Lite2, Alliance Access (SAA) or Alliance Messaging Hub (AMH) environment. Or you are looking for complete peace of mind with our managed service offering. No matter what your operational challenges and needs are, you will be able to find the right value proposition within our renewed support and care services portfolio.

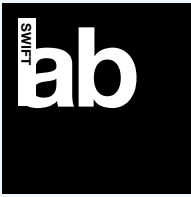
Join this session to learn more about how our professional services continue to evolve to better serve you as of 2019.

Using Alliance Managed Operations (AMO) to your strategic advantage

Organisations are facing continued pressures to reduce costs, manage regulatory compliance, and keep on top of cyber risks. This is combined with a need to focus on core activities and a reduced appetite to invest in SWIFT knowledge. In addition, SWIFT continues to raise the bar in terms of technological innovation and security. Driving this change means you are facing many changes and challenges with mandatory initiatives such as CSP and Release 7.2.

The AMO service is a solid response to those market trends. With AMO, you benefit from a trusted and highly skilled partner, offering operational excellence, discipline, and rigour. You can then focus on your core business, manage your costs better, and be confident that your Alliance infrastructure is expertly managed.

Join this interactive session to discuss these challenges and the value a managed service solution can bring.



Where ideas come to life.

Created in June 2014, the SWIFTLab has become a popular venue to experience the various components of SWIFT's product and service portfolio. In addition, it has become the space for innovation at SWIFT, with regular collaborative sessions in the SWIFTLab to develop new concepts, product mashups and business models. This year, the SWIFTLab was present at Sibos in Sydney and is present at SOFE, providing our customers with the opportunity to experience the range of SWIFT products at this yearly event and to download a variety of assets such as videos, product presentations and case studies.

In addition to featuring demo pods at the SWIFTHub, the SWIFTLab will also host scheduled demos in the SWIFT Hub Theatre during lunch breaks on Wednesday and Thursday. Come and visit us and get some hands on experience with what's available and coming up in the SWIFT portfolio.

Wednesday
13:15 – 13:45
How to best benefit
from your data using AI
and machine learning

In this data-driven world, Artificial Intelligence (AI) is redefining the financial services industry. An increasing number of financial intuitions are adopting a machine learning-based approach and shifting towards using technologically-enabled intelligence. In this session, we will explore how to use AI and machine learning in order to get the most out of your data.

Thursday
13:15 – 13:45
Will DLT be the next
"internet" revolution in
the financial industry?

For some years now, distributed ledger technology (DLT) has been positioned as the technology that will have the same effect on our society as the introduction of the internet itself. Numerous proofs of concept, prototypes and impact analyses later, do we still believe in the disruptive nature of DLT?

SPONSOR

NTT DATA

NTT DATA Getronics Corporation

A leading company in the area of settlement systems, NTT DATA Getronics has been providing solutions to the financial industry for nearly 50 years. Our extensive service line incorporates our cumulative knowledge of banking practices with ICT, and is designated to maximize the business performances of our clients.

NTT DATA Getronics has been performing SWIFT related services for more than 25 years, and we have proudly completed several large-scale projects for various major financial institutions. Our highly-qualified staff have earned certifications in the following areas of expertise: SWIFT Net infrastructure (SWIFT Certified Specialists) and AML (Certified Anti-Money Laundering Specialists).

nttdata-getronics.co.jp

EXHIBITORS



Allied Engineering Group
مجموعة المهندسين المتحدین

Allied Engineering Group is SWIFT Expertise Centre based in the Middle East and Africa. Its strategy focuses on meeting clients' needs and ensuring a successful implementation of SWIFT solutions. AEG has developed in-depth experience in the SWIFT systems and Business solutions. Its services include Installation, migration, consultancy, training, integration with other systems and full SWIFT STP implementation. Our staff includes SWIFT Certified Specialists in the subject area: SWIFTNet Infrastructure.

AEG has the biggest Service Bureau (SB) worldwide with four operational sites, which offer the infrastructure to use the SWIFTNet added services. More than 465 banks from more than 60 countries are today members of the AEG-SB.

In addition, AEG provides Security Solutions, OFAC and AML Solutions, Reconciliation, Reporting, High Availability, Data Replication applications, Fault Tolerance Solutions, Disaster Recovery solutions, Corporate Payment Solutions as well as Integration products and Secure File Transfer.

www.aeg-mea.com



A leading global provider of compliance, payments and cloud solutions for the Financial Services industry. In the past 30 years, EastNets has built distinctive expertise to develop and implement standardized and individual solutions against financial crime, and for risk management, monitoring, analysis, reporting, consultancy and support. Over 1000 customers rely on EastNets solutions and services, and over 300 corporate and financial institutions rely on EastNets for outsourced SWIFT connectivity and compliance made available as a service through its fully managed service bureaus. EastNets is a global company with regional offices in major cities, supported by a large network of global strategic partners.

eastnets.com

EXHIBITORS



eVision is a leading software solution provider focused on assisting clients with their financial transactions and cash management operations. Since the year 2000, eVision has been helping their clients improve their operational processes and reduce costs.

With the growing demand for financial transaction control and compliance, eVision has built and partnered with world-class software solution providers to ensure financial transactions are operating in a straight through processing mode.

Furthermore, eVision provides a full range of support and implementation services worldwide, allowing clients to achieve the maximum return on their investment. Our Customers have been able to eliminate many of the hidden costs of operations while maximizing their profit on every financial transaction.

We currently operate in five countries; Morocco, Algeria, Tunisia, South Africa, and Egypt.

www.evision.ws

INTERCOPE

Intercope is an independent privately owned niche specialist with over 35 years of experience in financial messaging, providing mission critical Financial Messaging software to major institutions including central banks, Tier 1 commercial banks, market infrastructures and IT service providers.

BOX is a single window messaging infrastructure Software, which is ongoingly jointly developed with an active user community thus guaranteeing that all regulations, software technology improvements, and community findings are incorporated in a controlled manner. Intercope has always worked closely with leading partners, such as Atos, IBM, PPI, SIA and SWIFT.

www.intercope.com/

INCENTAGE

Incentage is the partner of choice for Financial Institutions, Asset & Wealth Management, Banks, CSD, Central Banks, Data Centres / Service Bureaus and Insurance Companies when it comes to robust and lean application integration, message transformation and monitoring of message flows, system infrastructure and digital transformation. Solutions for Instant Payment and Intraday Liquidity Monitoring and Management complete our offering. The software architecture is designed to easily cater for future regulatory and other changes. Incentage was founded in 2002 with headquarters in Zurich/Switzerland. Our team is looking forward to showing you our solutions.

incentage.com



INTIX – the data management FinTech

INTIX helps financial institutions become data centric. INTIX addresses the challenges faced by financial institutions such as aggregating data from multiple data sources and delivering the appropriate analytics and insights. INTIX shields end-users from the complexity of internal systems, transaction semantics, messaging formats and e-channels.

Thanks to improved accessibility to financial transactions, financial institutions understand and serve their clients better and track service delivery performance more effectively. They develop a competitive advantage which drives client satisfaction and business growth.

INTIX helps its clients transform data into a new economic asset.

EXHIBITORS



Based in the Netherlands and Luxembourg, K-Consultants delivers high quality consultancy advice and software to the Financial sector. We offer many API solutions that can be used with in-house IT applications. If you are looking at alternatives for message validation, MT/MX translation or any format to MT/MX format; Or if you need an application to match messages, or to filter duplicate message emission/reception, stop looking. From simple APIs (including REST) to complete EAI platforms, we offer a complete suite around SWIFT messaging.

We deliver value to the biggest banks and market infrastructures worldwide. Come see why they have chosen us.

kconsultants.solutions/



PPI specializes in software products, payment consulting and is market leader for EBICS and FinTS.

PPI's products offer the complete payments processing chain for banks from customer-bank communication via core bank processing to interbank communication. PPI's payments consulting ranges from strategic and business consulting to IT consulting. PPI advises in all payments areas, i.e. regulation, instant-, individual-, bulk-, card payments.

- TRAVIC-Payment Hub – high-performing XML-platform for core bank processes, ISO 20022/SWIFT GPI compliant
- Leading EBICS solutions for end-to-end payment-fulfilment (STEP2/RT1), i.e.: TRAVIC-Port, TRAVIC-Corporate, TRAVIC-Interbank
- SEPA instant payments – perfectly orchestrating the entire payment process for instant payments across all stations

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tracefinancial

Trace Financial's Transformer delivers message transformations faster – no matter how complex the requirement. Transformer is used by major financial institutions, service providers and vendors. Users can quickly build solutions to validate, enrich and transform ISO 15022 and 20022, FIX, FpML, and many other standards and formats. Transformer is highly intuitive, does not require any coding stage, and is deployable into any technical infrastructure. Trace Financial also supplies the CREST Bridge, a reliable, well-proven integration solutions for Euroclear UK & Ireland's CREST, and CAMS, the leading corporate actions management system.

tracefinancial.com



discover for yourself



SWIFT**Smart**

Your direct access to SWIFT learning anytime, anywhere

In the two years since its launch, SWIFTSmart has gone from strength to strength, with more than 40,000 users taking courses on the platform.

The newly released version 3.0 brings a range of new benefits to users, including an updated look and feel, an educational game on cyber security, as well as additional content.

Login to SWIFTSmart through your mySWIFT account on swift.com or through www.swift.com/swiftsmart



SWIFT in action – Our Corporate Social Responsibility engagement

Our business is global. SWIFT works with and for financial communities across the globe. We know this is a privilege as well as a responsibility, and we are committed to making a positive impact wherever we can. We integrate social, environmental, ethical, and human rights concerns into our operational strategy. Education, diversity, sustainability, community outreach—our belief in the importance of these issues is embedded in our company mind-set.

At this SWIFT Operations Forum Europe 2018 in Amsterdam, we are happy to provide financial support to WATCH Nederland, a professional civil participation platform set up by Terre des Hommes to discover and fight teenage prostitution in the Netherlands.

Through its hotline WATCH Nederland collects information from youth care professionals, teachers and other civilians, including victims or their family, who do not want or dare to report to the police. This information is researched both online by forensic ICT specialists and on the ground by private investigators. Additionally, WATCH Nederland aims to identify child sexual exploiters and abusers, including advertisements from exploiters trying to sell teenagers for sex and customers of teenage prostitution. WATCH Nederland works closely together with the Dutch law enforcement agencies to free the victims of teenage prostitution and to stop the exploiters. Freed victims undergo rehabilitation and reintegration treatment in co-operation with youth care institutions and are monitored regularly by WATCH Nederland to prevent revictimisation.

In line with SDGs 1 and 4, we believe that obtaining a quality education is the foundation to improving people's lives and sustainable development. Amongst many initiatives, we support projects of the Teach for All network in Argentina, Bangladesh, Belgium, Colombia, Ghana, and Nigeria, aiming at reducing education inequities through the development of transformational leadership programmes. SWIFT also supports education through the Student Scholarship Programme in South Africa and Nairobits Trust in Kenya, training less privileged young people in web design, IT and creative multimedia, helping them to enhance their employment and entrepreneurship opportunities.

We also contribute to financial education and inclusion initiatives as they are close to our business. SWIFT partners with Fundación Capital, to finance the development and launch of tablet-based financial education apps aimed at supporting young people and women in Brazil, Mexico, Peru, Tanzania and Vietnam. Additionally, we support the Phakamani Foundation in South Africa and the Mann Deshi Foundation in India with grants.

We also strive to respond to needs arising from humanitarian emergencies and natural disasters through corporate donations, voluntary work and donation-matching campaigns. We supported the Red Cross, helping victims of the 2017 hurricanes in the Caribbean and contributed to rebuild a school in Barbuda. Additionally, we donated to the emergency fund of Doctors without Borders.

Employee engagement is one of our key priorities, with over 21% of staff actively engaged in various associations.

At SWIFT we care for the environment by implementing measures aimed at reducing our cooperative's carbon emissions. We use renewable energy wherever feasible and compensate carbon emissions caused by work-related travel and events, and we continue our partnership with WeForest, an NGO devoted to reforestation of bio-diverse and indigenous forests in tropical countries while providing jobs for women and enabling them to send their children to school.



SWIFT Certifications

Strengthen your
knowledge and
validate your skills



Having the right expertise within your team is essential - especially in the financial industry. SWIFT certifications give you the tools to guide the learnings of your team and benchmark their expertise against best practice.



More information on www.swift.com/certifications



Premium Services
Forum

25-26 November 2019
Hotel Okura, Amsterdam

SAVE THE DATE





Operations Forum
Europe

27-29 November 2019
Hotel Okura, Amsterdam

SAVE THE DATE





cyber attackers want you to **know nothing**

Cyber attackers would prefer you were kept in the dark about their methods and activities.

Do what cyber attackers don't want. Work with SWIFT to monitor and protect your core payment systems on three fronts.

Know / See / Do

Protect your core payment systems

Know

Leverage the latest details on **the modus operandi of cyber attackers** so you can adapt your defences.

See

Gain a **clear view of your payment flows** and make it easier to see potential fraud.

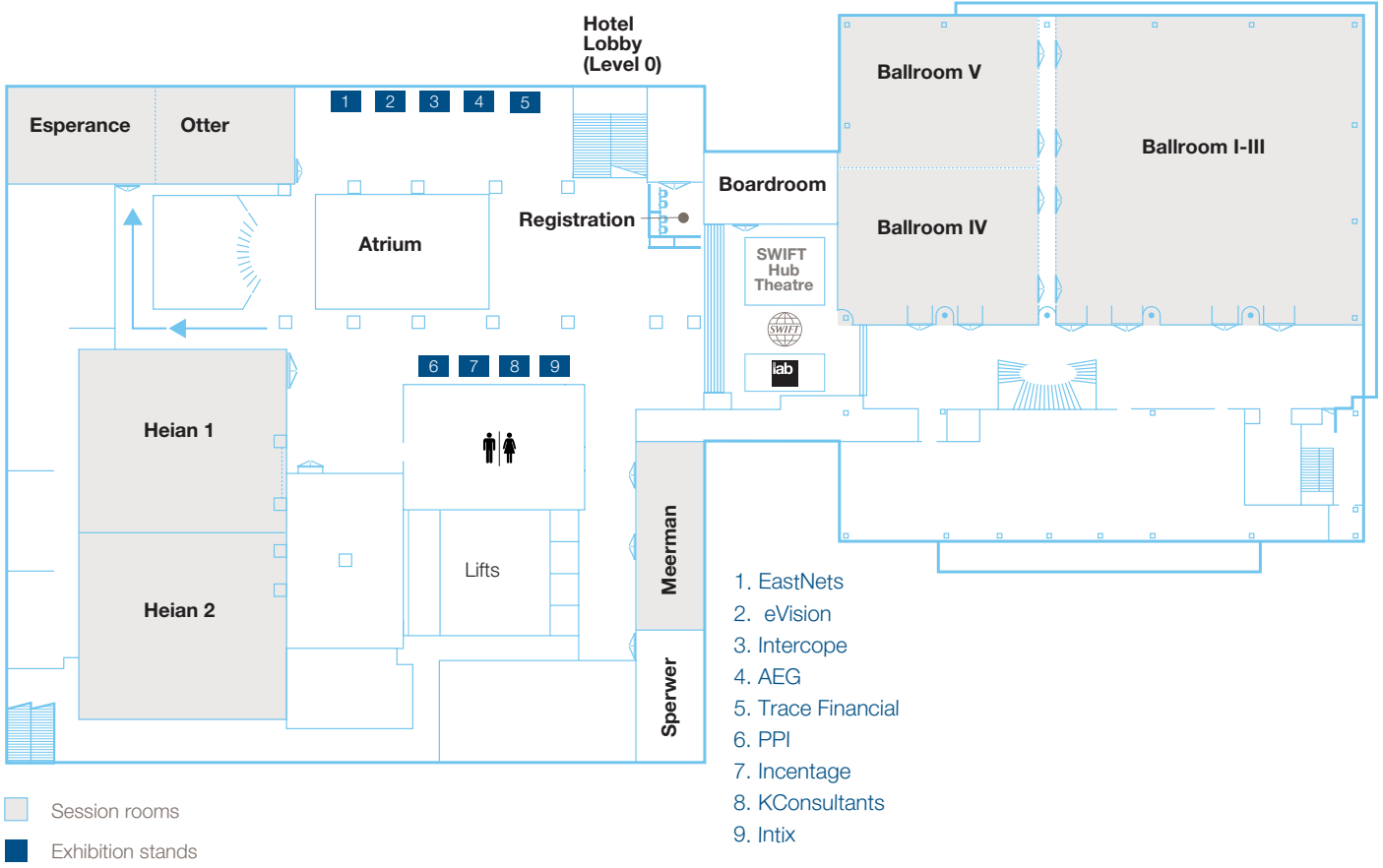
Do

Flag and respond to fast-moving suspect transactions efficiently; **set rules, trigger alerts, and take rapid action.**

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Accelerating transformation